ATTACHMENT III

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LOUISIANA TECHNOLOGY INNOVATIONS FUND – FINAL REPORT

December 30, 2003

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I   **DEPARTMENT/AGENCY**

Louisiana State University and A&M College

II   **PROJECT TITLE**

"A Prototype Enterprise Application Hosting Service for the State of Louisiana"
LTIF Project 01-003
LSU Proposal # 13902

III   **PROJECT LEADER**

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IV   **DESCRIPTION OF THE PROJECT**

The Enterprise Application Hosting Service is intended to provide researchers, educators, and students across the State of Louisiana with access to critical, state-of-the-art knowledge and experience in e-business and e-government technologies. Through this service, researchers, educators and students will be able to 1) learn about existing technologies and integrated business practices (e.g., e-Business and e-Government), 2) study and experiment with new and innovative approaches to technology solutions and integrated business practices, 3) gain hands-on experience and skills on new technologies and business systems, 3) gain hands-on experience and skills on new technologies and business systems, and 4) leverage the "community" to realize new synergies to help distinguish Louisiana in e-Business and e-Government education. These goals have been realized, and will continue to be realized, through the SAP UCC Program established between SAP AG and LSU's E.J. Ourso College of Business Administration.

V   **POST IMPLEMENTATION REVIEW AND ASSESSMENT**

     a.   Executive Summary of Findings

"A Prototype Enterprise Application Hosting Service for the State of Louisiana" project has been a success. In the time since the inception of the project concept much has been learned. The ultimate goal of the project has been achieved.

Today, the Hosting Services operation is self-supporting. It requires a relatively low level of resources and capital. It provides access to a full suite of ERP and e-Business application for educational purposes to higher-education institutes across the state, and across the country.

Furthermore, the hosting center operation supports educational workshops that bring faculty together from across the state, and across North America. As well, the hosting center operation provides support for research and educational initiatives at Louisiana State University.

The Hosting Service is one of 5 such operations in the U.S.A. that are supported by SAP America of Newtown Square, Pennsylvania, a leading provider of enterprise application in the World.

     b.   Accomplishments and Best Practices Identified

The following summarizes the accomplishments of the project that has benefited from this grant:

Technology

- *Accomplishment:* Major donation of Enterprise Application Software valued at $5,000,000 from SAP America to the hosting services operation.
- *Best Practice:* Proper education and training is an absolutely necessity if academics and researchers are to be successful at incorporating these sophisticated solutions into research and education. This requires an investment in time and energy on the part of the faculty, as well as funds to support travel.

Systems

- *Accomplishment:* Major donation of HP Intel-based application servers valued at $110,000 from SAP America to the hosting services operations.
- *Best Practice*: Intel servers have proven to be a reliable and economic alternative to hosting in research and education environments.

Hosting Services

- *Accomplishment:* The hosting center operation currently servers thirteen Universities across the nation, including LSU-Baton Rouge, Southern University, and Louisiana Tech. This operation provides access to sophisticated enterprise applications and knowledge to these Universities.
- *Best Practice*: This is a successful model for higher education.

Research and Education

- *Research Accomplishment:*
  - In the Spring 2003 semester, LSU graduated a new doctorate, Les Singletary. Dr. Singletary's area of research was in application integration. This work benefited from his hands-on experience working with the enterprise systems operations at LSU.
  - In the Spring of 2004, LSU expects to graduate a new doctorate, Chrisy Yurong Yao. Ms. Yao's research area is in enterprise application hosting. This research was inspired by, and is supported by the hosting services operation at LSU.
  - Currently, two other PhD students at LSU are working in the area of enterprise information systems adoption in organizations, and have a specific interest in the impact that such systems have on organizations, power structures, and relationships.
- *Education Accomplishment:*
  - LSU continues to support an enterprise systems curriculum at the B.S., M.S., and MBA levels. The LSU hosting services operations makes this affordable, practical, and effective.
  - Southern University is currently developing a new e-Business curriculum based on the resources available through the LSU hosting services operations. The LSU hosting services operations makes this affordable, practical, and effective.
  - Louisiana Tech University has also just recently joined the SAP University Alliance program and is enhancing their existing curriculum. The LSU hosting services operations makes this affordable, practical, and effective.
- *Best Practice*:
  - The economics of this hosting service is realized due to a low maintenance computing platform (HP Intel Servers), new technologies (SAN storage systems, etc.), and improved systems administration functions.
  - LSU Ourso College continues to play a pioneering role in the development of curriculum that is supported by the SAP advanced business solutions, including: enterprise resource planning (ERP), customer relationship management (CRM), supply chain management (SCM), strategic enterprise management (SEM), and enterprise portals. These efforts were initiated in 1997. The program that has been fostered in the Ourso College since that time has received recognition and accolades from around the world.

Global Network

The LSU-Ourso College has established a global UCC network with Universities around the world, including:

- University of Missouri, College of Business
- University of Wisconsin, Milwaukee, College of Business
- California State University, Chico
- University of Passau (Germany)
- University of Magdeburg (Germany)
- Queensland University of Technology (Australia)
- HES Amsterdam School of Business (Netherlands)
- Aoyama Gakuin University, School of Business Administration (Japan)

Collectively, these Universities work collaboratively with the Ourso College and SAP to further advance our knowledge of enterprise computing. This network will be leveraged in many ways to facilitate research and education initiatives and to further help to bring international exposure to the academic achievements of scholars in Louisiana's Universities.

Summary

The LSU-Ourso College has established a global UCC network with Universities around the world, including:

Efforts made by the LSU-Ourso College of Business Administration through the SAP UCC initiative, and leveraging the LTIF funding, have continued to bring international exposure to LSU for the research and education initiatives ongoing in the Ourso College. This initiative will support a network of academics at Universities across the State, and across the country.

Through their research and ongoing educational programs, LSU-Ourso College of Business Administration could leverage their expertise to aid the many challenges of implementing integrated systems and packaged software, and advanced business solutions, in government and higher education for the State. These opportunities will be further investigated.

c.   Benefits Achieved/Expected

To date, the project has resulted in the following benefits:

The Enterprise Application Hosting Service is intended to provide researchers, educators, and students across the State of Louisiana with access to critical, state-of-the-art knowledge and experience in e-business and e-government technologies. Through this service, researchers, educators and students will be able to 1) learn about existing technologies and integrated business practices (e.g., e-Business and e-Government), 2) study and experiment with new and innovative approaches to technology solutions and integrated business practices, 3) gain hands-on experience and skills on new technologies and business systems, 3) gain hands-on experience and skills on new technologies and business systems, and 4) leverage the "community" to realize new synergies to help distinguish Louisiana in e-Business and e-Government education. Progress towards these goals is continuously made through the SAP UCC Program established between SAP AG and Louisiana State University.

d.   Pitfalls Encountered

No problems, beyond those described in the March 2003 progress report, were significant enough to mention here.

e.   Recommendations to Agencies Planning to use this Technology

Contingent upon an appropriate curriculum plan, institutional commitment, and necessary software licensing with SAP, credited educational organizations have an opportunity to access the leading enterprise applications in the World. Access to these systems can serve as the basis for curriculum initiatives of many forms in higher education. The work required to do this, from the faculty's perspective, is significant but it is also rewarding.

VI   FINAL COST VS. BUDGET

	Category	Budgeted	Actual	Surplus
A.	Equipment	$276,000.00	391,428.02	
B.	Software	$155,000.00	40,289.50	
C.	Telecommunications			
D.	Professional/Contract Services			
E.	Other Costs			
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	Total Project Cost	**$431,900.00**	**$431,717.52**	

VII   ITEMIZED LIST OF PROJECT EXPENSES

[*Include description, unit cost, quantity, and total cost for incurred expenses such as equipment, software, and telecommunications. Include contract title, name of contractor, OCR or P.O. Number, and amount for Professional Services and/or other Contract Services.*]

Vendor	PO #	Description	Amount
Time Trend	R127804	Computer Hardware	385,062.94
IBM	R127772	Software License	40,289.50
Time Trend	R129184	Additional Memory	6,365.08

			$431,717.52

ATTACHMENT V

TECHNOLOGY INNOVATIONS FUND

BASELINE – PROJECT STATUS SUMMARY

December 30, 2003

TO: Mr. Chad C. McGee, Chairman
Chief Information Officer
Division of Administration

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Baseline Status Summary Projected											
Mar 2002	Jun 2002	Sep 2002	Dec 2002	Mar 2003	Jun 2003	Sep 2003	Dec 2003				
10	25	50	75	87.5	100						

Baseline Status Summary Actual											
Mar 2002	Jun 2002	Sep 2002	Dec 2002	Mar 2003	Jun 2003	Sep 2003	**Dec 2003**				
10	25	50	75	85.0	90	95	**100**				